



# *Appendix 1*

## **In Appendix 1:**

Online Help  
WIR Help Desk

## Online Help

WIR's online help function provides you with both screen-specific help and a general help index. You may access online help from any screen in WIR by pressing the yellow light bulb on the menu bar in the right corner of the screen.

### *Screen-Specific Help*

To access screen-specific help, follow these steps:

1. Press the light bulb on the menu bar of the screen on which you would like help.
2. A box with screen-specific help information will display. This help box may have any or all of the following features:



- Purpose. This section describes what the screen is meant to do or what kind of information needs to be entered.
- Required fields. This section lists the required fields on the screen and describes the information needed for these fields.
- Other fields. This section lists and describes non-required fields.
- Information provided. This section lists the information that may be found on the screen.
- Functionality. This section gives step-by-step instructions on how to enter information on the screen or features on the screen and describes their function.
- Results. This section describes the outcome of a search, report, download, or other information entered into the database.
- User tips. This section has advice or further information on how to use this screen.

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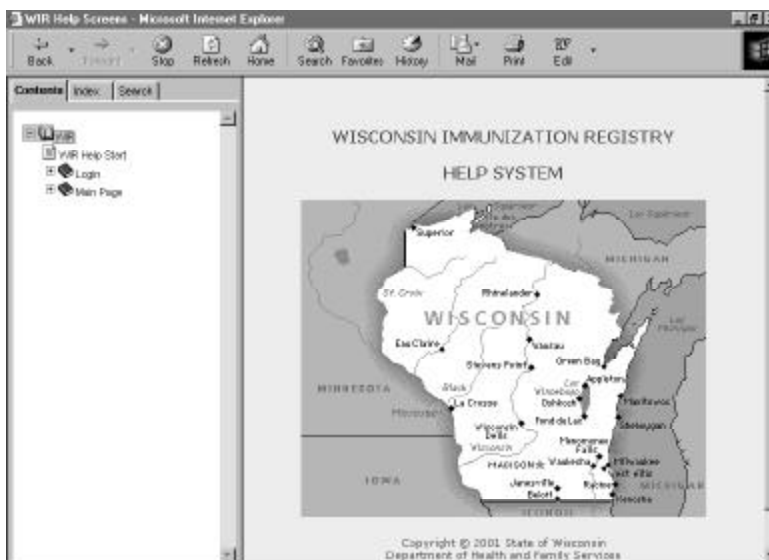
WIR's online help function includes a notes feature. Notes appear underlined and in red type; click on the "Note" link to view.

## Contents of general help

1. Press the light bulb on the menu bar.
2. Press the **Help Contents** button in the top right corner of the help box.
3. A box will open asking if you want to display both secure and nonsecure items; press **Yes**.



- Press the “+” sign to the left of “WIR” on the left side of the Contents box. A list of index items will display, with a “+” sign to the left of each item.

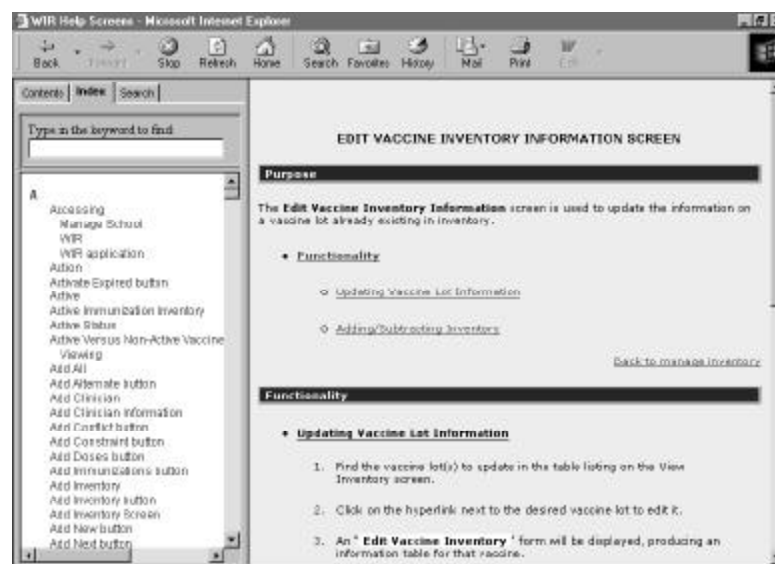


5. Press the “+” sign next to the index item you wish to view. A list of help items will appear.
6. Click on the name of the help item to view it. You may also click on the document icon next to the help item.
7. The help information you selected will display on the right side of the help box.
8. Use the links at the top of the screen or scroll down to view the information you need.
9. To return to a previous help screen or to skip ahead one screen, use the box’s **Back** and **Forward** buttons.
10. To collapse an index item, press the “-” sign next to the item.
11. To close out of the help box, press the **X** button in the top right corner of the box.

### Viewing/searching the general help index

To view or search the general help index, follow these steps:

1. Follow Steps 1-3 under *Contents of general help*.
2. Press the Index tab on the top left side of the help box.



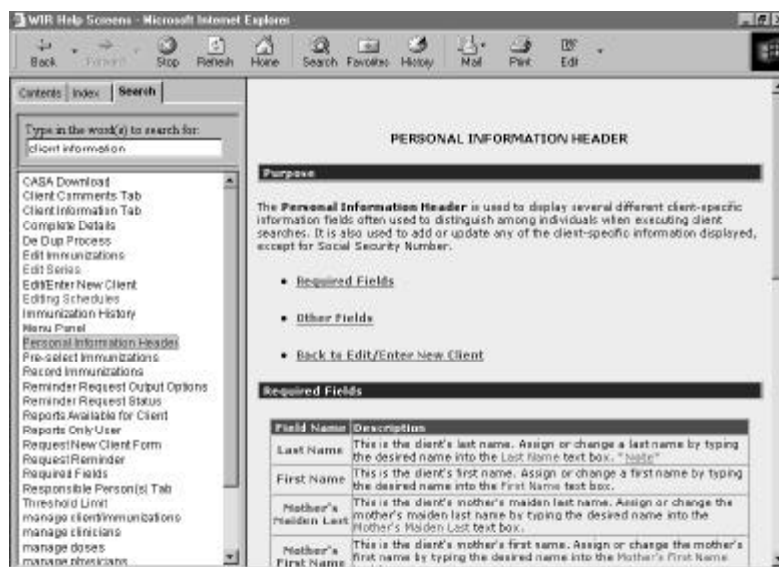
3. To find an index topic, do one of the following:
  - Use the scroll bar to view index topics.
  - Enter a keyword in the field provided. As you type, the index will display help items containing the letters you enter.

4. Click on one of the help items to view the item.
5. The help information you selected will display on the right side of the help box.
6. To return to a previous help screen or to skip ahead one screen, use the box's **Back** and **Forward** buttons.
7. To close out of the help box, press the **x** button in the top right corner of the box.

## Searching general help

To search general help using a keyword, follow these steps:

1. Follow Steps 1-3 under *Contents of general help*.
2. Press the Search tab on the top left side of the help box.
3. Type in a word to search for in the field provided.
4. Press Enter.
5. Click on one of the help items in the box below the search field to view the item.



6. The help information you selected will display on the right side of the help box.
7. Use the links at the top of the screen or scroll down to view the information you need.
8. To return to a previous help screen or to skip ahead one screen, use the box's **Back** and **Forward** buttons.
9. To close out of the help box, press the **x** button in the top right corner of the box.



If you experience any problems accessing or dealing with the help desk, please contact Thomas Maerz, WIR systems manager, at (608) 261-6755 or [maerztr@dhfs.state.wi.us](mailto:maerztr@dhfs.state.wi.us).

## WIR Help Desk

If you are experiencing difficulties or have questions regarding WIR, you may contact the WIR Help Desk. Several individuals staff the help desk. All calls are logged and tracked through to completion; calls are put in a pending status until a remedy to the user's problems is found.

The WIR Help Desk hours are 7:30 a.m. to 4:30 p.m., Monday through Friday.

Help Desk telephone number: (608) 266-9691

Help Desk e-mail address: [WIRHELP@dhfs.state.wi.us](mailto:WIRHELP@dhfs.state.wi.us)